

The Department of General Services (DGS) makes it easier for government to do business _ and Virginians to do business with government _ by providing a broad range of services to citizens, the Commonwealth, and business. There are four divisions and eight offices in DGS; the Division of Consolidated Laboratory Services, Division of Engineering and Buildings, Division of Purchases and Supply, and the Division of Real Estate Services. DGS provides state agencies with support that enables them to focus on their core programs. Services include:

- safe and secure public health, environmental, bio-terrorism laboratory testing
- management and review of projects to ensure compliance with the Virginia Uniform Statewide Building Code, such as safety and accessibility standards for new construction and renovation projects statewide
- Capitol Square facility and grounds operations, security, and maintenance services
- establishing statewide non-technology procurement policies and procedures
- managing the Commonwealth's electronic procurement system (eVA)
- acquiring real property, disposing of surplus property, and negotiating facility leases
- state vehicle maintenance and management
- providing lower-than-market-cost food items and other supplies to state and local government
- management and operation of mail services at the seat of government
- management and operation of the state and federal surplus property programs
- graphic design services

SAVINGS AND COST AVOIDANCE

- In FY14, eVA achieved \$30 million in savings for the purchase of goods and services and has generated over \$368 million in savings since the program's inception in 2001.
- The VDC conducts Market Basket Surveys annually for cost avoidance. FY14 food-related purchases from VDC resulted in a cost avoidance of 35.17 percent over purchasing from local sources, and a cost avoidance of 48.64 percent for FY14 housekeeping-related purchases. The total cost savings dollar value for FY14 was \$13.8 million and for the last five years was \$87.4 million.
- The Division of Purchases and Supply awards and administers more than 500 statewide and agency specific contracts, resulting in approximately \$40 million in savings in FY14 from the reduced cost of goods and services.



- The Commonwealth's real estate is managed as a consolidated real estate portfolio with the Division of Real Estate Services assisting state agencies with all of their real estate needs. Since the division was formed in 2005, this approach has provided a combined savings and cost avoidance of \$125.5 million.
- DGS has a contract with Enterprise Rental Car to provide vehicles for state employees to conduct business. In FY14 this contract resulted in a cost avoidance of about \$510,261.
- About 300 localities and public bodies are currently using the DGS state contracts for the vehicle Fuel Card Program operated by the Office of Fleet Management Services.
- DGS State Mail Services (SMS) consolidated the numerous mail rooms operated separately by each agency at the seat of government in Richmond. The consolidation and non-duplication of mail services has helped agencies avoid costs associated with mailing. Since SMS began in 2006, about \$7 million of cost avoidance and savings for the Commonwealth has been realized as a result of reducing postage costs through the use of a pre-sort mailing services contract, the elimination of redundant leased metering equipment in agencies, the reduction and/or elimination of outside courier services and Post Office box rentals, and through the greater use of interoffice mail services.
- The DGS Office of Graphic Communications provides savings for agencies and institutions for higher education by charging a flat fee and a labor rate that averages 45% below comparable commercial sources.

OPERATIONAL EFFECTIVENESS

- There are 245 agencies and institutions and 715 local entities using eVA, with about 88,000 vendors registered _ over 13,000 of these vendors are Small, Women-owned, and Minority-owned businesses (SWaM certified).
- There are 234 SWaM vendors using electronic catalogs in eVA. These are loaded free of charge and helps promote vendors within the eVA marketplace making it easier for buyers to save time and money by having direct access to products online.

- In FY14, the Office of Fleet Management Services was able to reduce direct maintenance to the fleet by approximately \$441,794.
- The Division of Real Estate Services (DRES) is responsible for administering 542 leases with combined annual rental obligations of \$59 million. DRES closes about 340 real estate transactions per year including purchases of property, sales, leases, transfers, and easements.
- Since the surplus real estate initiative began in 2005, the Division of Real Estate Services has sold \$67.9 million of surplus real estate.
- Each year the Division of Consolidated Laboratory Services (DCLS) performs more than 7 million laboratory tests using 650 different testing methods.
- Virginia's dried blood spot newborn screening program tests every baby born in Virginia for 28 rare and often serious disorders that are present at birth. These disorders can affect a child early in life, often within the first few days or weeks of life making it imperative to identify these disorders.
- The Centers for Disease Control and Prevention selected DCLS as one of first 13 state public health laboratories to receive testing reagents and procedures to detect Ebola Virus using a Department of Defense developed polymerase chain reaction (PCR) assay.
- DCLS was awarded a five-year grant in 2014 to develop a BioMonitoring program to determine the impact and health consequences of targeted chemicals that humans are exposed to each day.
- The Division of Engineering and Building's Bureau of Capitol Outlay Management (BCOM) processed 4,007 design submittals in FY14, including 431 building permits, 320 Certificates of Use & Occupancy and 287 Temporary Structure & Special Use Permits.
- Virginia has established a public-private partnership with industry experts and has executed two contracts as part of the Commonwealth's Alternative Fuel Program.
- Through aggregating the volume, the resulting Bulk Fuel Program contracts were able to reduce the contract differential by an average of 18% for gasoline and 34% for diesel when compared to the VDOT contracts.
- In FY14, BFM completed several complex projects in facilities in and around Capitol Square, including critical repairs to the Division of Consolidated Laboratory Services, the Monroe Building plaza, the Library of Virginia façade and plaza, and renovation of the Main Street Centre Fire Alarm. In addition, BFM provided project management services for projects outside of DGS, such as the Department of Veterans Services' Sitter Barfoot Expansion and infrastructure repairs at Fort Monroe. Finally, BFM provided _ and continues to provide _ ongoing assistance to Norfolk State University with its capital outlay program.
- BFM project management has begun planning necessary renovations to ensure the integrity of Monroe's tomb, a National Historic Landmark, and the Washington Monument (Equestrian Statue), both included on the National

Register of Historic Places.

- Working closely with the Division of Capitol Police, DEB issued approximately 100 permits in FY14 for the use of Capitol Square.
- In FY14, 57.8 percent of the VDC's purchases were from SWaM businesses. This equates to 51.5 percent of the dollars spent.
- The Office of Surplus Property Management (OSPM) has two surplus property distribution centers _ one in Richmond and the other in Wytheville. The Wytheville center includes a retail store available to the general public offering a variety of items at a fixed-price, similar to a private retail store.
- OSPM has increased the use of online sales for surplus property belonging to agencies. The process takes three weeks or less and saves on agency labor time, transportation costs, and provides for a quick turn around to move the property. Also, agencies retain a portion of the sales revenue. Internet sells have resulted in an estimated annual cost avoidance of \$1.5 million.

CUSTOMER-FOCUSED SERVICE

- Since its inception in 2001, more than 4.7 million purchases have been processed in eVA yielding orders in excess of \$38 billion from over 13,700 government users.
- 2014 ushered in a new feature of the eVA reporting tool that allowed data analysts and procurement professionals to query the extensive repository in a fashion that allows the sharing and scheduling of information to suit the recipient's data needs. The Ad Hoc tool allows one to exercise more control of their data and be less dependent on retrieving data from other usual sources which might not satisfy an agency's data needs.
- The DGS Division of Purchases and Supply responds to approximately 15,000 requests annually from agencies, institutions of higher education and local government entities for procurement advice and assistance. Annual on-site assistance includes, on average, 73 agency visits, 103 local government visits and eight procurement reviews.
- The Division of Consolidated of Laboratory Services supports at least 26 different state agencies.
- State Mail Services has courier routes that cover over 500 miles daily with 150 stops.
- DCLS has become a national training "Center of Excellence" over the past five years for both the CDC and USDA.

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